

## **BLUE RIDGE CONTINUUM OF CARE**

### **OPERATING GUIDELINES**

#### **ARTICLE I – ORGANIZATION**

**Section I – Name:** The name of this group shall be the Blue Ridge Continuum of Care, hereafter referred to as the CoC.

**Section II -- Service Area:** The CoC will primarily provide services to the geographic areas of the Counties of Alleghany, Botetourt, Craig and Roanoke and the Cities of Covington, Roanoke and Salem.

**Section III -- Address:** The principal office of the CoC shall be at the office of The Human Services Coordinator for the City of Roanoke, unless changed by the CoC.

#### **ARTICLE II – MISSION AND DESCRIPTION**

**Section I -- Mission:** It is the mission of the Blue Ridge Continuum of Care to utilize regional resources in a collaborative effort to recognize the needs, identify solutions and provide access to permanent housing and supportive services to the homeless population, including the chronically homeless, in an effort to end homelessness. We will also assist homeless persons in achieving self-sufficiency.

**Section II -- Description:** The CoC is the voluntary association that provides leadership, strategic planning services, advocacy and information for the Blue Ridge region's homeless population.

The CoC coordinates a broad array of services that includes, but is not limited to:

- Needs Identification
- Prevention of Homelessness
- Emergency Shelter/Services
- Day Services
- Transitional Housing
- Support Services
- Permanent Supportive Housing for People with Disabilities
- Outreach
- Workforce Permanent Housing

The CoC agencies will provide these services through the acquisition of funding from city, state, federal and private sources. The CoC will monitor trends and service models and effectively collaborate with other agencies, local government, congregations, and other concerned organizations.

### **ARTICLE III – MEMBERSHIP**

**Section I – General Public:** Meetings are open to the general public. Interested persons may attend and participate in discussion but will not have voting rights. Members of the general public may submit a written request for CoC Membership using the CoC Membership Application.

**Section II -- Membership:** Members and individuals on this CoC represent and may include but are not limited to human services agencies, businesses, faith organizations, homeless persons and public agency representatives. The CoC approves Members and categorizes Membership as described below. These will be defined by the current Membership and updated in our bylaws as needed.

- A. **Associations:** human service agencies, businesses, faith organizations and public agencies are examples of associations.
- B. **Individuals:** any single person not related to an association.

**Section III -- Representation and Voting:** Consensus of the group as a whole is considered by this CoC to be the most useful and healthy means of making a decision. However, in the event that a consensus is not forthcoming the following voting regulations will be called upon:

- A. **Associations:** Each association (*human service agency, business, faith organization and public agency*) shall have at least one official representative who attends meetings. Each agency/organization/unit of government that has attended at least one-half of the previous six meetings has one vote. One designee of the official representative may vote in the absence of the official representative.
- B. **Individuals:** Persons who join (attend regular meetings, and participate in the business of the CoC) and who are not connected with and have not been connected with any agency within the past year may have one vote. They may have one vote if they are regular Members of the CoC and have attended at least one-half of the previous six meetings.

### **Section III – Attendance and Participation**

- A. **Continuum of Care Grantees:** All SHP, SRO, and S+C grantees, including Executive Directors or program decision makers, are required to actively participate on the CoC, or have a representative actively participating on a working committee, and attend at least one-half of the previous twelve meetings in order to maintain or be a part of the combined HUD application to receive new funding.
- B. **Other Agencies:** In order to fairly distribute the work on the CoC, each agency shall have at least one official representative actively participating on at least one working committee.
- C. **Individuals:** In order to fairly distribute the work on the CoC, all individual Members are expected to actively participate on one working committee.
- D. **Resignations:** Individuals and agencies may resign by providing written notice to the Chair of the CoC.

**Section IV -- Meetings:** The CoC shall meet monthly and as scheduled by the CoC as a whole; all meeting dates shall be posted on the city's website at [www.roanokeva.gov](http://www.roanokeva.gov) or other sites as determined by the CoC. Special meetings of the Members may be called by a majority of the CoC.

**A. Quorum:**

- 1. **Regular Meetings:** Those Members present at a regularly scheduled meeting will constitute a quorum. The act of a majority of the Members present shall be the act of the full Membership.
- 2. **Special meetings,** not on the regular schedule, may be called by the Chair of the CoC for the purpose of voting or handling any official business of the CoC. A minimum of one week prior notice must be provided to CoC Members in writing.

- B. **Minutes of Meetings:** Minutes shall be kept of every meeting and shall include, at a minimum, the date, time and place of the meeting, the names of all who are in attendance, the topics discussed, the decisions reached and actions taken, any reports made, and any other information as may be deemed necessary by the Chair. The City of Roanoke's Coordinator of Human Services will keep official copies of the minutes for a minimum of five years or as is standard for HUD documentation.

**Section V – Conflict of Interest:** No CoC Member of record shall vote on a matter for which s/he or his/her member organization has a vested interest.

Members of the CoC and its Committees shall comply with federal, state and local laws.

- A. In general, a conflict of interest occurs when Member takes an action, which results or has the appearance of resulting in personal organizational or professional gain. No Member of the CoC or its Committees shall knowingly take action to influence the conduct of the CoC in such a way as to confer any financial benefit on such Member, his or her family members, spouse or partner, or any organization in which the Member, his or her family members, spouse or partner serves in an official capacity. Service in an official capacity shall include service as an employee, owner, stockholder, director, board member, consultant, or officer that represents any such entity or organization which is seeking or receiving funding through the CoC process, but shall not include service solely as a volunteer (that do not serve as board members or consultants) or recipient of services.
- B. On issues in which a CoC Member has a conflict of interest as described above, neither the Member nor his/her designee may vote. The Member or his/her designee may participate in discussion upon declaring a conflict of interest or other representatives of that agency who are not CoC Members or designees are encouraged to take part in the discussion. CoC Chair will be responsible for monitoring the disclosure of Member's conflicts of interest.
- C. In the event that a matter, which raises a potential conflict of interest, comes before the CoC or its Committees for consideration, recommendation and decision, the Member shall disclose the conflict of interest as soon as he or she becomes aware of it, and the disclosure shall be recorded in the minutes of the meeting.

#### **ARTICLE IV – CoC STRUCTURE**

**Section I -- Officers:** The officers of the CoC shall consist of the Chair and Vice Chair. In June, elections will be held for Chair and Vice Chair. Those elected will take office July 1. The Secretary will be appointed by the CoC Chair.

**Section II -- Duties of the Chair:**

- A. Preside at all CoC meetings
- B. Make all committee appointments deemed necessary for the operation of the CoC
- C. Serve as a Member ex-officio of all committees
- D. Provide reports to the CoC as needed

- E. Execute all papers, documents, and instruments ordered to be executed by the CoC
- F. Coordinates the development of Continuum of Care statement to the U.S. Department of Housing & Urban Development (HUD) and to the community
- G. Perform all other such duties usually pertaining to the office of Chair and as determined by the CoC
- H. Publicly represent the CoC
- I. Call special meetings of the CoC

### **Section III -- Duties of the Vice Chair:**

- A. Preside at meetings in the absence of the Chair and serve as otherwise needed in absence of the Chair
- B. Assist the Chair in making committee appointments deemed necessary for the operation of the CoC
- C. Provide reports to the CoC as needed
- D. Perform all other such duties usually pertaining to the office of Vice Chair as determined by the CoC

### **Section IV – Duties of the Secretary:**

- A. Shall record minutes and attendance at all meetings of the Membership and ensure that the original is archived with current chair for the CoC.

**Section V -- Resignation and Removal:** The Vice Chair or any standing committee Chair may resign by tendering a written notice to the CoC Chair. The Chair may resign by tendering written notice to the CoC. Any officer or standing committee chair may be removed by the CoC whenever, in the judgment of the CoC, the best interest of the group will be served thereby. A majority vote of the CoC present shall be required to remove an Officer or standing committee chair.

## **ARTICLE V – COMMITTEES**

**Section I -- Standing Committees:** The CoC may establish standing and ad hoc committees as the need arises. All standing and ad hoc committees shall consist of sufficient numbers to provide broad representation of the CoC as appropriate. Unless otherwise specified, all Committee Members shall be appointed for a term of one year. The CoC shall specify the duties of the Committee.

- A. **Gaps Analysis** – identifying gaps, identifying what kinds of services are not being presently provided and what resources can be used to fund services that will fill the gap? Assist in avoiding duplication and unnecessary services, participating in the point in time counts and compiling and gathering statistical information.
- B. **Homeless Management Information Systems (HMIS)** – developing information sharing protocols, HMIS standard operating procedures, and provider training to guide HMIS implementation, coordinating with CoC on HMIS selection and implementation process; identifying existing provider database and determining how to relay information between systems, building provider awareness and buy-in; assessing agency hardware and training needs, and equipping agencies with computers, internet connections, and technical support resources.
- C. **Housing Resources** – responsible for organizing system wide housing strategies, including developing a Housing Information Database and method to better coordinate subsidy management, exploring a central clearinghouse for other housing resources (furniture, etc) designing a landlord relations training curriculum for housing first providers, and identifying mechanisms to increase funding for housing subsidies and development.
- D. **Mainstream resources** – responsible for developing a systematic approach to help consumers identify and enroll in mainstream benefits. Primary strategies include developing case manager training on understanding and helping clients access entitlement programs; training and agency enrollment; understanding the current level of enrollment in mainstream benefits at client-level; understanding the current level of integration of mainstream resources at system-level and exploring programs to help specific homeless subpopulations enroll in and use mainstream resources.
- E. **Membership** – to recruit and recommend Members of the community to serve as Members to the CoC.
- F. **Project Reviews** –
  - 1. Review existing HUD programs
  - 2. Review annual progress reports of HUD funded projects
  - 3. Develop guidelines for project ranking committee
  - 4. Make recommendations to CoC for ranking committee members
- G. **Project Ranking Committee** – consists of Members appointed by the CoC.
  - 1. Appointed annually to serve for the duration of the current CoC funding cycle
  - 2. Review proposals and prioritize projects using guidelines approved by the CoC
  - 3. Present recommendations to the CoC

**Section II – Ad Hoc Committees (Special Committees):** There shall be special committees as the CoC may create, the Membership and duties of which shall be as determined by the CoC. A special committee shall limit its activities to the accomplishment of the task for which it is appointed and shall have no power to act except such as is specifically conferred by the CoC. Upon completion of the task for which appointed, a special committee shall stand discharged.

**Section III -- Committee Activities:** Business conducted within established committees will follow the same rules established herein for the overall CoC activities.

**Section IV -- Limitations on Committee Authority:** The CoC must approve all recommendations of the Standing and Ad Hoc Committees before action may be taken. No commitments on behalf of the CoC may be made by any committee chair or members of any committees without the approval of the CoC.

## **ARTICLE VI – APPEALS**

**Section I – Membership:** Individuals and organizations denied membership on the CoC may appeal in writing to the Roanoke Regional Task Force on Homelessness, whose decision is final.

**Section II – Project Ranking:** Individuals or organizations questioning the ranking process should be directed to:

Meg Munton  
Budget Analyst  
Department of Management & Budget  
Room 354, Municipal Building  
215 Church Avenue, SW  
Roanoke, Virginia 24011  
Phone: 540-853-6404  
E-mail: [Meg.Munton@roanokeva.gov](mailto:Meg.Munton@roanokeva.gov)

## **ARTICLE VII – GENERAL PROVISIONS**

**Section I -- Fiscal Year:** The fiscal year of the CoC shall be from July 1 through June 30.

**Section II -- Parliamentary Authority:** In the absence of consensus, the rules contained in the current edition of Robert's Rules of Order, Newly Revised, shall be the parliamentary authority for all matters of procedures.

## **ARTICLE VIII – ADOPTION AND AMENDMENT OF GUIDELINES**

These Guidelines may be amended at a regular or special meeting of the CoC by a majority affirmative vote of the Members present and voting. Amendments must be in written form and distributed to the Members of the CoC at least two (2) weeks prior to presentation and vote. The forgoing guidelines were adopted by action of the CoC on \_\_\_\_\_, 2005.



Name: \_\_\_\_\_

Address: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

Page 9 of 9  
Adopted October 18, 2005